
An Overview of the North Carolina Mental Health and Substance Use Disorders Service System

A Report to the Subcommittee on Mental Health
Joint Legislative Oversight Committee on Health and Human Services

January 24, 2014



A Good and Modern Service System

A modern service system provides a continuum of effective treatment and support services that span healthcare, employment, housing and educational sectors. Integration of primary care and behavioral health is essential.

Our Vision

The DMHDDSAS service system will:

- ▶ Support outcomes of:
 - ▶ Integrated community living
 - ▶ Economic empowerment, and
 - ▶ Wellness for the individuals it serves.
- ▶ Allow for the logical, seamless and timely movement between levels of care.
- ▶ Work with persons and their support systems to plan and achieve individual recovery oriented goals.



A Well Balanced System

Emergency response and hospital services:

EDs, PRTF, Community & State Hospitals

“Urgent care” response services:

Mobile Crisis, non-hospital crisis and detoxification beds

Intensive out-of-home residential services:

therapeutic foster care, MH group homes

Enhanced outpatient services:

Intensive in-home, SA comprehensive outpatient.,
Assertive community treatment teams

Basic outpatient services:

Med management, individual, group,
family counseling in integrated or specialty practices

Access services: Same day access centers,
walk-in crisis centers

Prevention and early intervention supports: General healthcare,
Recovery Centers & Peer Respite Centers

Consultation, education, and outreach:

Support for community partners such as MH First

Aid & skills training for group home workers

Local supports: families, jobs, faith, charities, mentoring
programs, recreational programs, shelters, AA/NA, volunteer hotlines

DHHS Oversight of LME-MCO work

▶ Monitoring

- ▶ Monitoring of clinical quality measures (quarterly)
- ▶ Monitoring of MCO operations (monthly)
- ▶ Financial monitoring (audits & settlement)
- ▶ Sub-recipient monitoring
- ▶ Gaps analysis
- ▶ Local Business Plan
- ▶ Quality Improvement projects

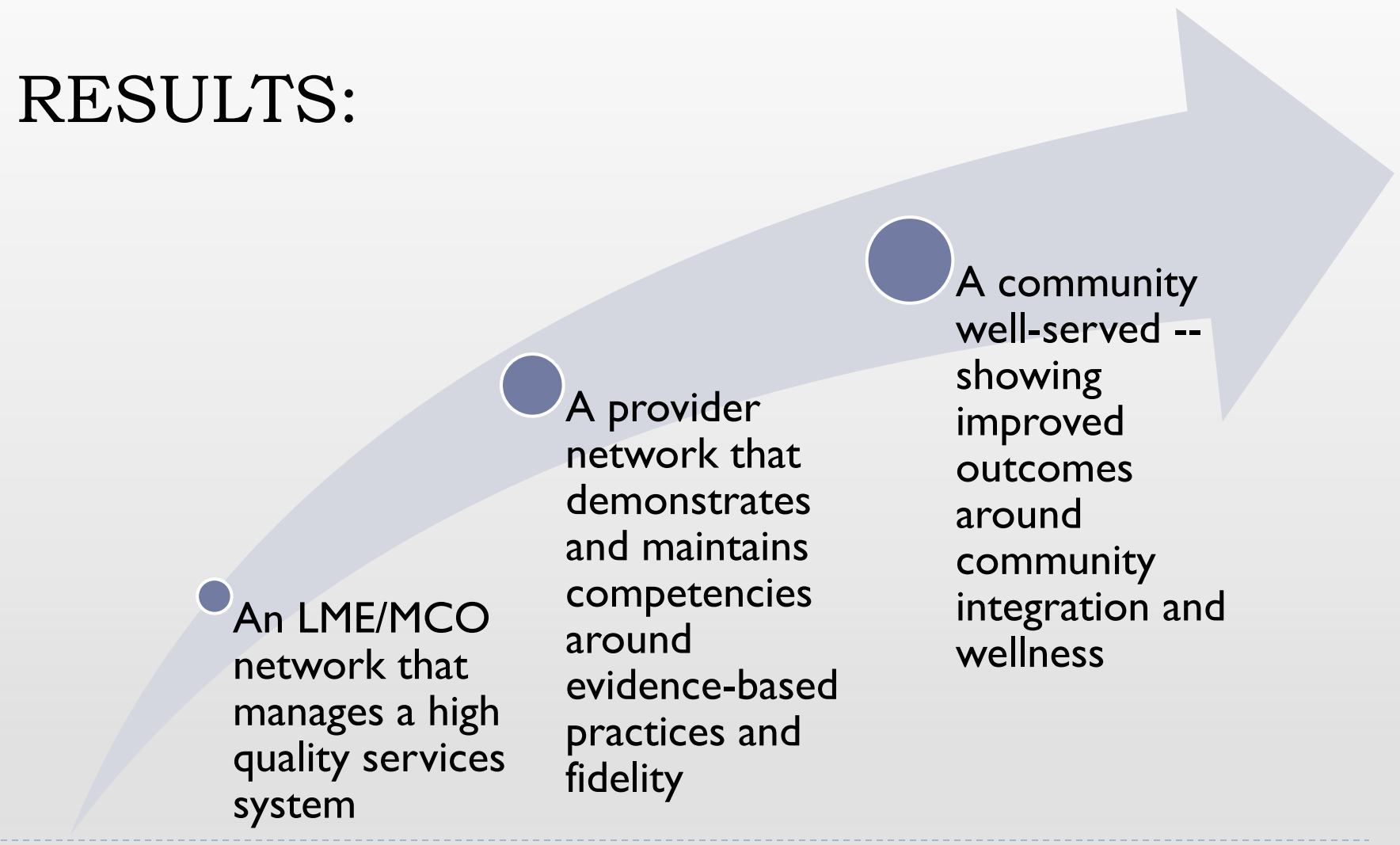
▶ Standardization of LME-MCO functions

- ▶ Provide expectations and tools
 - ▶ Provider monitoring
- ▶ Data reporting and analysis
- ▶ Procedures and service definitions



LME-MCO Oversight

RESULTS:

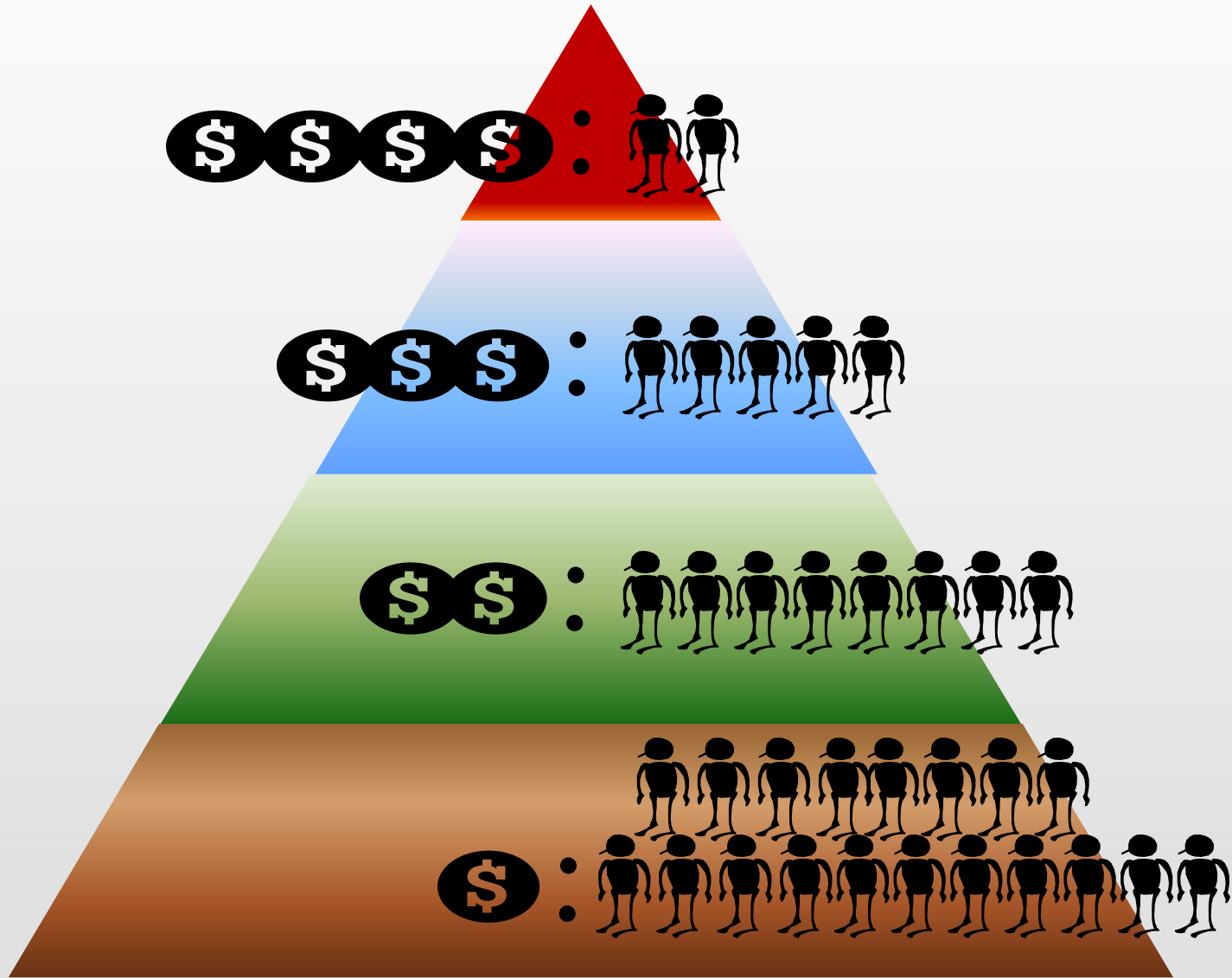


An LME/MCO network that manages a high quality services system

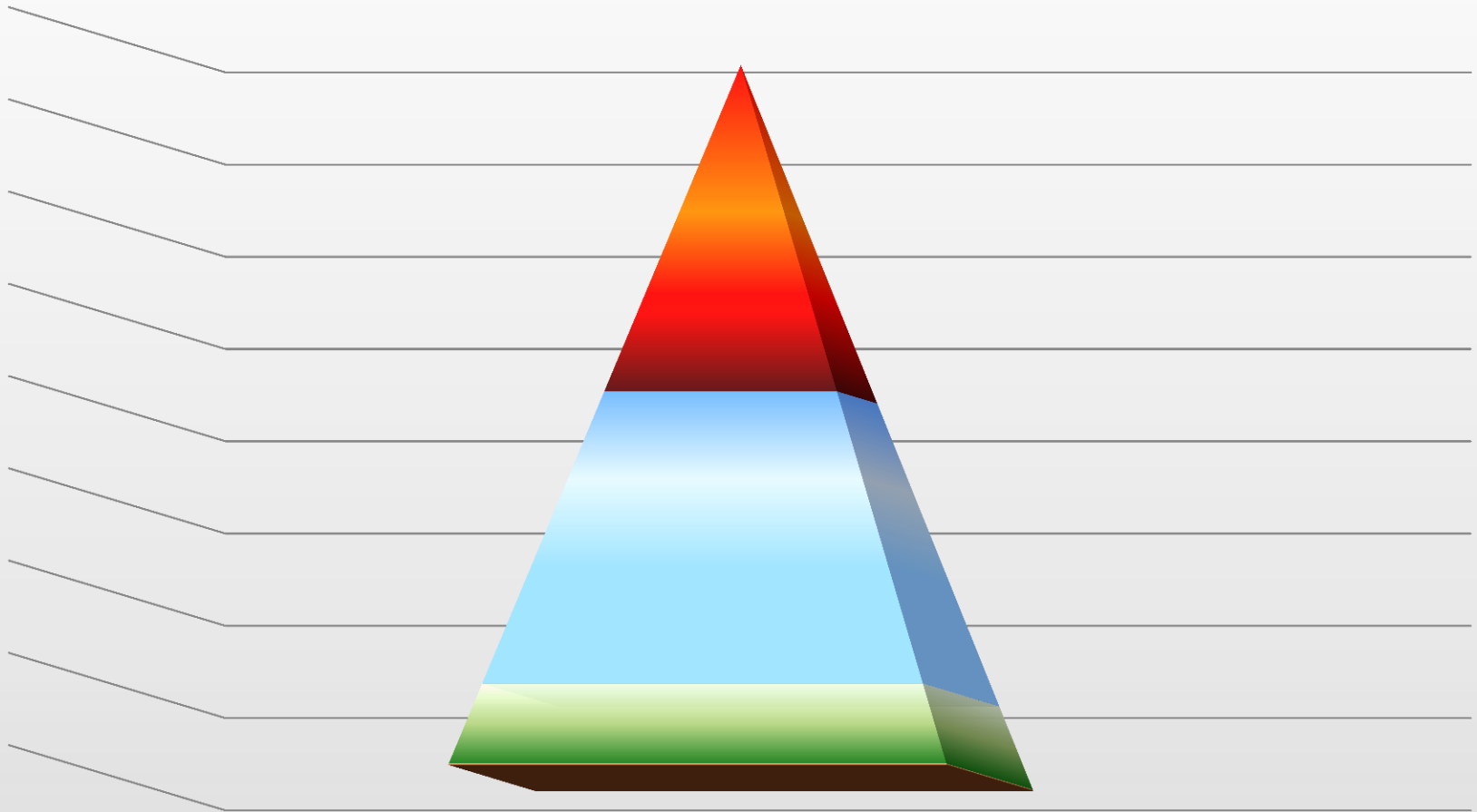
A provider network that demonstrates and maintains competencies around evidence-based practices and fidelity

A community well-served -- showing improved outcomes around community integration and wellness

Managing Available Funding



Actual Expenditures



Community Basic Outpatient Enhanced & Residential Services Community & State Facilities Inpatient



Investing for results

- ▶ Articulate policy to support the desired balance of services
- ▶ Align our financial strategies with the vision of our modern system
- ▶ Fill in the service system gaps
- ▶ Partner with communities, providers, and private insurance companies

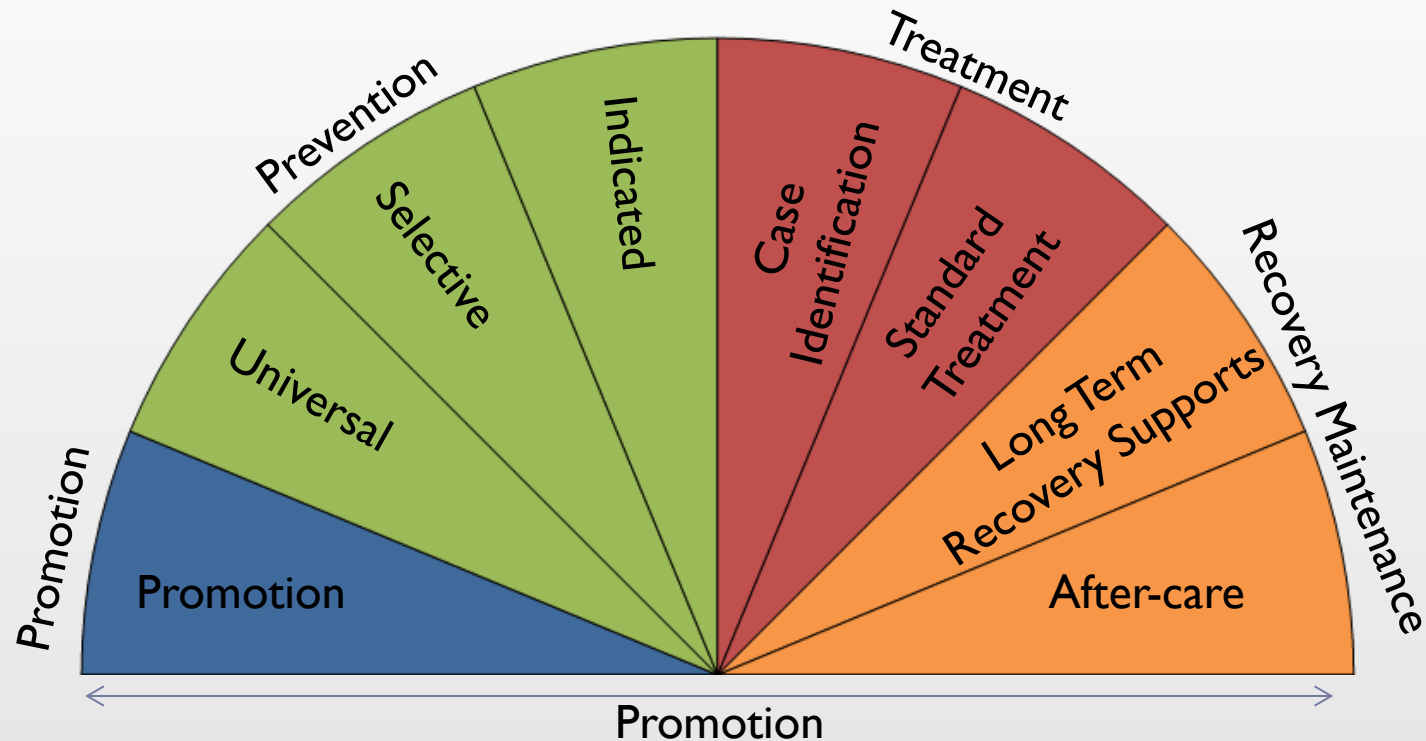


Creating a Statewide System of Support

To create sustained recovery and improved health, wellness and quality of life for the population affected the statewide system needs to support:

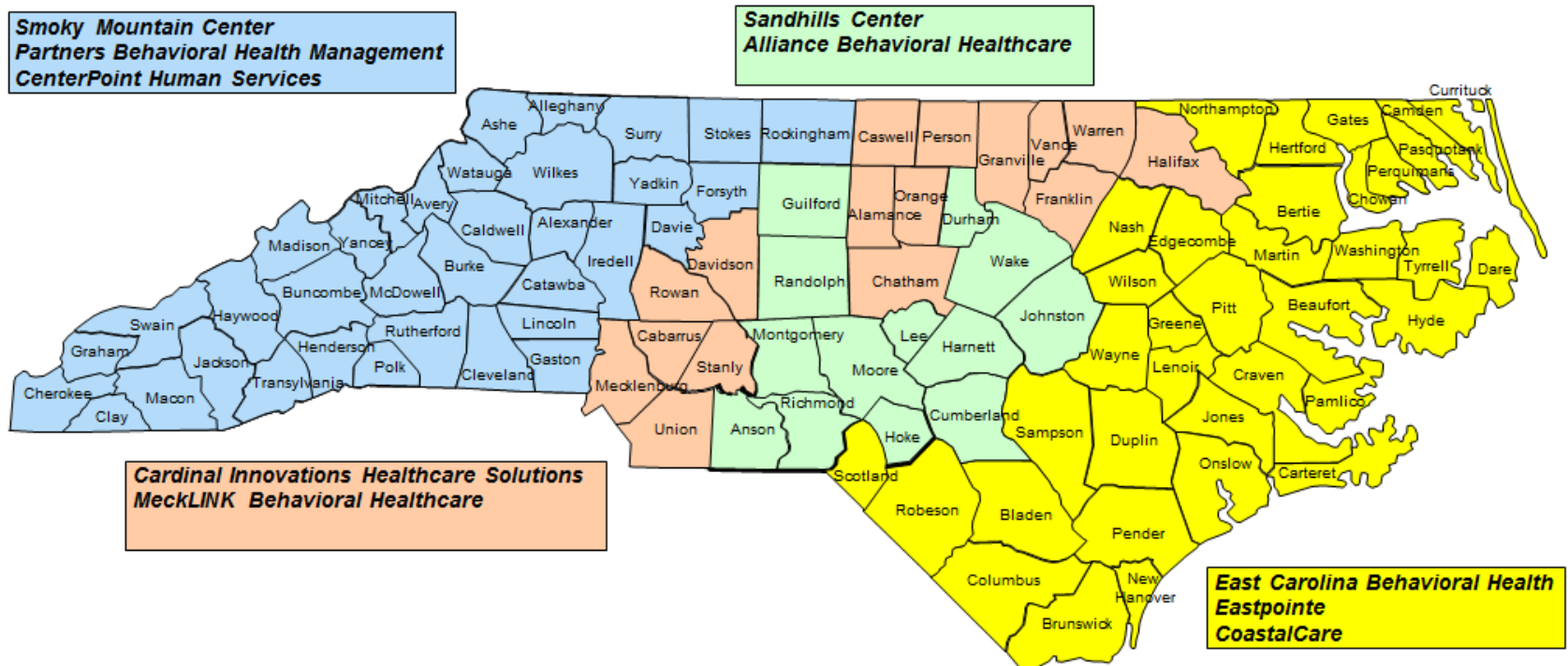
- ▶ Access to a continuum of recovery and resiliency supports in local communities.
 - ▶ Through evidence informed screening, assessment, treatment and service coordination
 - ▶ Through the use of innovative technologies
 - ▶ Through incentives for the development of services in traditionally underserved areas and populations
- ▶ Partnerships with many systems, individuals, and families
- ▶ Identification of individuals eligible for other resources, such as new insurance options
- ▶ Recovery-Oriented System of Care policy enhancements
 - ▶ Through articulation of the required elements of a responsive system
 - ▶ Through active strategies to integrate physical and behavioral health care
- ▶ Workforce development

Continuum of Care Model



SAMHSA's Behavioral Health Continuum of Care model depicts the optimal system of care as providing supports and services ranging from the promotion of wellness, through the treatment of the chronic illness, and includes the maintenance of a healthy status after the treatment episode. Thoughtful integration of physical and behavioral health care further strengthens this continuum of supports.

Proposed Local Management Entity - Managed Care Organizations (LME-MCOs)



Crisis Solutions Initiative

Improving Mental Health and Substance Abuse Crisis Services in North Carolina



First Crisis Solutions Coalition Meeting held December 9, 2013